



April 23, 2003

Bob Bulinski
Pharmacy Specialist
Pharmacy Benefits Management SHG
Sent via e-mail : Bob.Bulinski@med.va.gov

Dear Bob,

As you requested, here are the steps your facilities and patients should follow when needing "emergency" shipments of Fuzeon:

1. All calls should be made to the Fuzeon Progressive Distribution Program (PDP) toll-free number at 866-694-6670. This number is answered 24 hours a day, 365 days a year. If the call is between 10:00 PM and 6:00 AM Central Time, the call will be answered by our answering service and forwarded to the Chronimed representative on call.
2. Because we do not have names on file for VA patients, they and/or their facilities must be able to provide us with the VA-generated patient ID (the ID submitted to Chronimed with the initial Fuzeon referral form). We will be able to find the patient account with that number.
3. In "emergency" cases where we will be shipping to a VA facility, we will use the patient identifier on file and change the delivery address as needed. If the dispensing pharmacy is different than the original pharmacy, the two pharmacies will need to transfer the prescription as required within the VA system.
4. In "emergency" cases where we will need to ship directly to the patient (that is, we will be dispensing the prescription), we will need to get the patient's name and address. We will contact the VA facility the next business day to perform any prescription transfers required by pharmacy laws and/or rules.
5. If patients are hospitalized for any reason, they should attempt to bring their Fuzeon kit with them on admission whenever possible. Because Fuzeon is packaged as a kit and drug is not available outside of the kit, we cannot supply only Fuzeon for inpatient use. If we ship a new kit to a patient while they are in the hospital the patient may end up with an extended supply of Fuzeon, and we will adjust the refill dates accordingly (after discussion with you.)
6. We will notify you of any "emergency" orders on the next business day so that your records can be updated.

If you have any questions about these steps, please contact Shelley Sanchez (952-979-3848) or me (952-979-3924).

Sincerely,

(unsigned – sent electronically)

Tony Zappa, Pharm.D.
EVP Operations